W-2 Case Staffing Best Practice Process

Case Staffing During Intake Phase

The Financial Employment Planner (FEP) has historically had the sole responsibility of eligibility determination for each W-2 applicant. Applicants may be found eligible for a paid or non-paid placement, or may be found ineligible for W-2 services. It is important that the FEP make an informed and supported decision. Given the variety of applicant circumstances and pre-eligibility requirements that must be evaluated, FEPs are to discuss every application with a Case Management Manger, QA Specialist, or Case Management Team Lead prior to making a placement determination or prior to deciding to deny W-2 eligibility. The FEP is to bring in the application and intake file to the staffing.

Checklist for Case Staffing During Intake Phase

- Review current application and intake file contents, and FEP informal assessment via discussion with FEP, noting the following areas:
  - □ Employment history and work experience.
  - □ Education and training experience/level.
  - □ Potential barriers to employment.
  - □ Applicant's efforts in the up-front job search period if assigned including discussion of applicant's level of employment related soft skills.

- Review CARES to gather understanding of case history:
  - □ Work history via DXQW, AFEI, WPEL, DXNH.
  - □ Education level via ANSE and WPED.
  - □ Training experience via WPAW.
  - □ Potential barrier history via WPRU and WPBD.
  - □ Clock usage per AIWC. Note use of time in both clocks.
  - □ CMCC sufficiently enough to gain understanding of any areas of significance.

Case Staffing Prior to Closure

Operations Memo 04-34 directs W-2 providers to ensure adherence to case closure expectations. The memo explains that W-2 cases may close when customers fail to meet or cooperate with W-2 financial or non-financial eligibility criteria and other program requirements. The memo lends a general outline of acceptable case closure procedures and further states that the W-2 agencies must develop internal procedures regarding the steps to be taken prior to closing the case. The YWCA has developed both the *Checklist for Ending W-2 Paid Placement* and the *W-2 Case Closure Process*. In addition to these documents, all potential closures of all paid cases and CMS cases, must be discussed with a Case Management Manger, QA Specialist, or Case Management Team Lead prior to making a placement termination.

A checklist for case staffing prior to closure is very useful to assist in consistent facilitation of this procedure. The checklist is similar to the one used for staffing during the intake phase and needs to be created internally to suit each agency's internal case closure procedures.

Case Staffing for Extension Decision

W-2 cash payment eligibility is time-limited. An individual may be eligible for a lifetime limit of 60 months of W-2 employment placement and within this 60 month guideline, individuals may use a maximum of 24 months in each of the employment placements (CSJ and W2-T). Agencies are required to evaluate an individual for extension eligibility within the 18^{th} month of the 24 month clock, and within the 54^{th} month of the 60 month clock.

The Extension Coordinator will send out a listing each month by the 5^{th} of the month. The FEPs are to review this list and ensure each individual is scheduled to discuss their extension eligibility. The job seeker may be found eligible for an extension or may be denied. Each decision must be clearly justified and documented. Such decisions can be complicated and therefore are best made as supported decisions. The YWCA, as a best practice, staffs all cases due for extension review between the FEP and the Case Management Manager, QA and Training Specialist, and/or Case Management Team Leader at two points in the extension review process. Both upon the FEP receiving the monthly extension listing and upon the job seeker attending his/her extension review, the FEP meets with one or more, case dependent, of the aforementioned staff members to discuss key elements of the case. The FEP is to bring the case file to the staffing.

Checklist for Case Staffing of Extension Review

- o Review pertinent file contents, and FEP informal assessment via discussion with FEP, noting the following areas:
  - □ Employment history and work experience.
  - □ Education and training experience/level.
  - □ Barriers to employment.
  - □ Job seeker's level of participation in assigned activities both currently and historically, and overall cooperation with program expectations and prior extension recommendations.

- o Review CARES to gather understanding of case history:
  - □ Work history via DXQW, AFEI, WPEL, DXNH.
  - □ Education level via ANSE and WPED.
  - □ Training experience via WPAW.
  - □ Barrier history via WPRU and WPBD.
  - □ Clock usage per AIWC. Note use of time in both clocks.
  - □ CMCC sufficiently enough to gain understanding of any areas of significance.